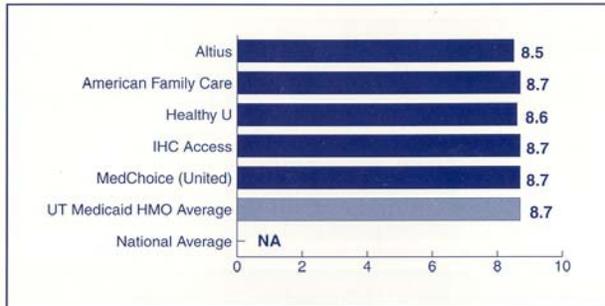


Utah Department of Health

Utah Medicaid HMO Performance Report Compare Your Choices (1999 CAHPS data and 1998 HEDIS data), September 2000

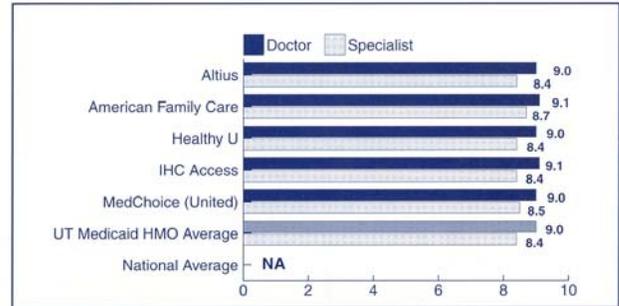
Rating of health care (CAHPS)

The graph below shows the average score of people who rated their health care on a 0 to 10 point scale, with 10 being "best health care possible."



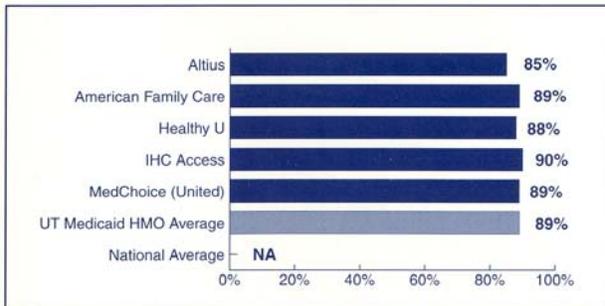
Ratings of personal doctor/nurse & specialist (CAHPS)

The graph below shows the average scores of people who rated their: 1-personal doctor or nurse and 2-the specialist seen most often, on a 0 to 10 point scale, with 10 being "best possible."



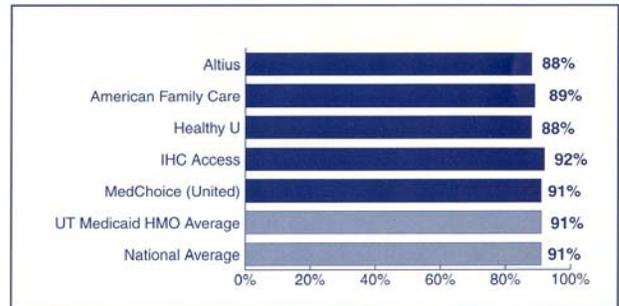
How well doctors communicate (CAHPS)

The graph below shows the percent of people who responded "always" or "usually" when asked about their doctor: 1-listening carefully, 2-explaining things clearly, 3-showing respect, 4-spending enough time with them.



Treated with courtesy & respect by office staff (CAHPS)

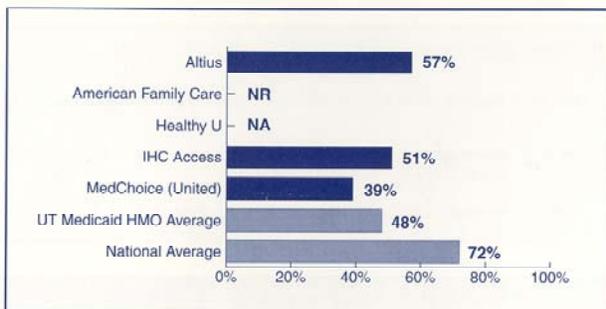
The graph below shows the percent of people who responded "always" or "usually" when asked if office staff: 1-treated them with courtesy and respect, and 2-were as helpful as they should be.



Source of National Average: NCQA, 1999. "The State of Managed Care Quality, 1999." NCQA Website: www.ncqa.org

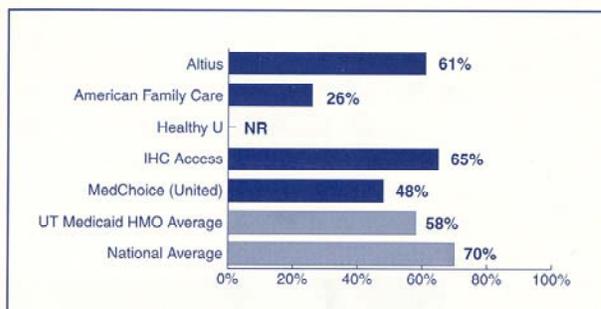
Breast cancer screening (HEDIS)

When breast cancer is discovered early, women have more treatment choices and better chances for survival. The graph below shows the percent of women ages 52-69 who had a mammogram within the past 2 years.



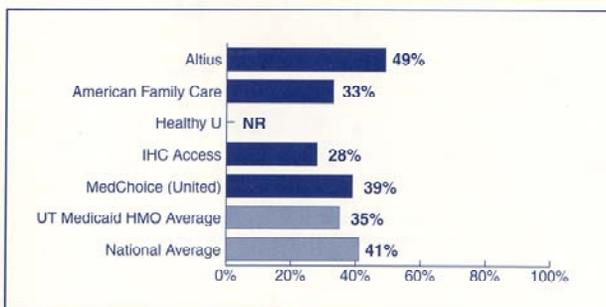
Cervical cancer screening (HEDIS)

Deaths from cervical cancer are significantly reduced by early detection through a Pap test to find cervical cancer. The graph below shows the percent of adult women who had a Pap test within the past 3 years.



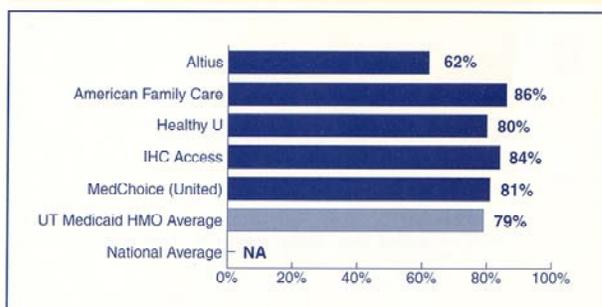
Eye exams for people with diabetes (HEDIS)

Blindness from diabetes can be reduced with early detection through eye exams. The graph below shows the percent of members with diabetes who received an eye exam in the past year.



Adult access to preventive/ambulatory services (HEDIS)

Access to care implies that care is available, patients know of its availability, and they know how to obtain services when needed. The indicator of access used here is the percent of adults who received preventive or ambulatory (walk-in) care. Adults are ages 20-44.



Source of National Average: NCQA, 1999. "The State of Managed Care Quality, 1999." NCQA Website: www.ncqa.org

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